

Physical Assessment Subsystem (PASS)

Frequently Asked Questions - Business Processes

1) Q: I disagree with my Physical Assessment score and want someone to revise my scores or re-inspect my property. What do I need to do from here?

A: **FOR PIH:** Please refer to The Public Housing Assessment System (PHAS) Amendments to the PHAS; Proposed Rule - June 22, 1999 at <http://www.hud.gov/reac/fedregis.html>. Open it with Adobe® Acrobat® Reader. Included in this document is a description of the process for requesting and granting technical reviews of physical inspection results. In summary, Technical Review Requests must be submitted in writing to the Director of the Real Estate Assessment Center within 15 days of the posting of the physical inspection results.

Address:

**Department of Housing and Urban Development (HUD)
Real Estate Assessment Center (REAC)
1280 Maryland Avenue, SW, Suite 800
Washington, DC 20024-2135**

Only “DOCUMENTED” issues pertaining to “MATERIAL ERRORS” will be considered. “MATERIAL ERRORS” and “DOCUMENTED” issues are defined below.

“MATERIAL ERRORS” include building data errors, unit count errors, and non-existent deficiencies:

- A **building data error** occurs if the inspection includes the wrong building or a building that was not owned by the property, including common or site areas that were not part of the property.
- A **unit count error** occurs if the total number of units considered in the scoring is incorrect.
- A **non-existent deficiency** occurs if the inspection cites a deficiency that does not exist. A challenge to the inspector's findings as to the severity of the deficiency (e.g. minor, major, severe) will not be considered.

“DOCUMENTED” issues are accompanied by evidence that is objectively verifiable and can stand-alone.

REAC will take action on “DOCUMENTED” issues pertaining to “MATERIAL ERRORS” by one or a combination of (1) undertaking a new inspection, (2) correcting the physical inspection report, (3) issuing a corrected physical inspection score, or (4) issuing a corrected PHAS score. A new inspection will be granted if “MATERIAL” and “DOCUMENTED” issues result in a significant change from the property's original physical condition score and the PHAS designation assigned to the PHA (e.g. high performer, standard performer or troubled). PHAs will be notified of the action taken.

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Please Note: One can also submit an Appeal of the overall PHAS score based on one of the individual components (Physical, Financial, Management or Resident Assessment) if a change in the score will change the PHA's designation status. *** **PHAS Appeals will not be accepted until PHAs submit and PHAS scores (not Advisory scores) are issued.** ***

FOR MFH: REAC is currently finalizing the technical review process for Multifamily Housing. The process will be available on the REAC web site at www.hud.gov/reac. Once you have reviewed the process, please submit your request within 30 days of the publication of the rule.

2) Q: My property's address is wrong.

A: Contact your local Program Center (formerly known as local Field Office) to update this information within HUD's automated systems. Contact information for HUD's local offices is available at www.hud.gov/local.

3) Q: I no longer own this property.

A: Contact your local Program Center (formerly known as local Field Office) to update this information within HUD's automated systems. Contact information for HUD's local offices is available at www.hud.gov/local.

4) Q: Why am I being inspected so often?

A: It is crucial for HUD to determine the condition of the properties in its portfolio on a regular basis to ensure that residents live in decent, safe and sanitary housing. Public Housing properties are inspected by REAC annually as defined by the PHAS Rule. Housing properties are also inspected annually. REAC inspections are currently not associated with inspections done by other entities (e.g. mortgagees, local building code officials).

5) Q: I already paid off my HUD mortgage and should not be inspected.

A: Contact your local Program Center (formerly known as local Field Office) to update this information within HUD's automated systems. Contact information for HUD's local offices is available at www.hud.gov/local.

6) Q: The property has already paid off its HUD mortgage and should not be inspected.

A: Properties that are not owned by HUD should not be inspected. Contact your contractor Help Desk who will in turn contact the appropriate REAC Government Technical Representative (GTR).

7) Q: Property Representative will not let me do an inspection.

A: If the authorized representative does not allow you to complete the inspection or is not at the property on the scheduled date, call the REAC Customer Service Center (CSC) and inform them of the problem. The CSC will notify the appropriate REAC PIH or MFH Liaison who will work to resolve the problem. Please remain on-

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site until the problem is resolved. If the problem cannot be resolved, the CSC will provide a reference number to validate the inspection as unsuccessful.

8) Q: I cannot contact a Property Representative to schedule my inspection.

A: Scheduling information must be submitted to REAC within 21 days of the effective task order date, including the date and time agreed upon by the Property Representative. A confirmation letter is sent to the Property Representative 10 days prior to the inspection date. If the inspection cannot be scheduled in time to send the confirmation letter, call the REAC Customer Service Center (CSC) and inform them of the problem. If the inspector has made a real attempt (as defined in the contract) to contact the property representative, the CSC will notify the appropriate REAC PIH or MFH Liaison who will work to resolve the problem. The CSC will notify the appropriate Government Technical Representative (GTR) if a schedule variance is required.

9) Q: I cannot complete an inspection because the residents were not notified.

A: If the residents were not notified of the inspection, call the REAC Customer Service Center (CSC) and inform them of the problem. The CSC will notify the appropriate REAC PIH or MFH Liaison who will work with the appropriate HUD headquarters office to resolve the problem. The CSC will provide a reference number to validate the inspection as unsuccessful.

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Frequently Asked Questions – Subsystem Functionality

10) Q: How do I get a copy of my inspection report? (for both PIH and MFH)

A: Inspection Report is sent to the Owner (MFH) or PHA Executive Director (PIH) address that is on file within 30 days of the inspection.

If you are an Owner or PHA Executive Director and did not receive your inspection report within this timeframe, please call the REAC CSC. If your address matches the address in HUD's automated systems, we will resend the report to that address. If your address does not match the address in HUD's automated systems, please contact your local Program Center (formerly known as local Field Office) to update this information within HUD's automated systems. Contact information for HUD's local offices is available at www.hud.gov/local.

If you are representing an Owner or PHA Executive Director, we can only resend the inspection report to the address of the Owner or PHA Executive Director in HUD's automated systems. For security reasons, please follow-up with the Owner or PHA Executive Director to receive a copy for yourself.

11) Q: How do I get a copy of the Public version of the DCD software?

A: You can download a software demo from the following Web site:

<http://www.hud.gov/reac/reaphyin.html> Follow the download instructions from this webpage. CDs of the public version will be available in the near future and will be accessible by calling the REAC CSC.

12) Q: I'm having trouble uploading an inspection. What do I do?

A: Contact your Contractor's help desk. Your Contractor's Help Desk will follow-up with the REAC CSC if it cannot resolve the problem.

13) Q: How do I get the most recent version of DCD software?

A: You can download this software from the following Web site:

<http://www.hud.gov/reac/main.html> Follow the download instructions from this webpage.

14) Q: If I download inspections with 1 version of the DCD software and REAC releases an upgrade or "patch", which version should I upload with?

A: Always upload with the version you downloaded with. Do not upgrade until you have uploaded all inspections on your DCD. Contact your contractor's Help Desk with any additional questions.

15) Q: What if I am on-site and the Property Representative has questions about REAC, the DCD software, the inspection protocol or scoring, how to fix things, etc.?

A: Inspectors should concentrate on performing a thorough, objective inspection. For these types of inquiries please politely refer the Property Representative to their

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local Program Center, the REAC Web Site at www.hud.gov/reac, and/or the REAC Customer Service Center at 1-888-245-4860.

16) Q: I just received an error message from my DCD. What do I do?

A: Contact your Contractor's help desk. Your Contractor's Help Desk will follow-up with the REAC CSC if it cannot resolve the problem.

17) Q: I'm having trouble downloading my inspection/property profile. What do I do?

A: Contact your Contractor's help desk. Your Contractor's Help Desk will follow-up with the REAC CSC if it cannot resolve the problem.

18) Q: What if all of the units for a MFH non-insured property are not subsidized by HUD?

A: Record only buildings which contain HUD subsidized units. If a building within the profile does not contain HUD-subsidized units, please delete it. Within each building, record the total number of HUD subsidized units. After generating the sample, inspect only those that are HUD subsidized.

All MFH insured properties should be inspected completely per REAC protocol as HUD has a total financial interest in them.

19) Q: What if I have attempted to inspect all alternate buildings and units as per the REAC protocol and cannot meet the generated sample?

A: **FOR BUILDINGS:** REAC Sampling Protocol calls for the DCD software to select two alternative buildings within each building category if available:

Low

- duplex
- low rise/garden apartment
- row/townhouse
- single-family

High

- mid/high rise apartment

If a building is uninspectable and there are no alternate buildings available, report this to the REAC Customer Service Center and record the reference number provided by the CSC in the Property comments field in the DCD software. The CSC will instruct the inspector on the steps to follow.

FOR UNITS: Alternate sample units may be required when one or more units are uninspectable. The total number of alternate units in each sampled building will use all of the remaining units in the sample building up to a maximum of 24.

1. The inspector will select the first alternate unit appearing in the sample list for the building. The inspector must select the alternate units in the order they are

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listed. The inspector will follow the same protocol for alternate units as for sample units.

2. If there are no available alternate units in the sampled building, the inspector is to select the first alternate unit in the next sampled building in the same Building Category (High or Low). The inspector is to continue with subsequent sampled buildings within the Building Category until the sample size requirements are met. If necessary, the inspector is to use alternate units from buildings (within the same Building Category) already inspected.
3. If there are no units available within the sampled Building Category, the inspector is to use alternate buildings of the same Building Category (High or Low). These alternate units must be selected in the order they appear.
4. If there are no alternate units available in the Building Category, the inspector is to use alternate units in the other Building Category. The inspector is to select alternate units from sampled buildings first and then from alternate buildings.
5. If these fail to provide an alternate unit, report this to the REAC Customer Service Center and record the reference number provided by the CSC in the Building comments field in the DCD software. The CSC will instruct the inspector on the steps to follow.

In all cases the inspector must provide a detailed explanation as to why (s)he cannot meet the sample.

Frequently Asked Questions - Other

20) Q: How do I get a copy of my Life Threatening Health & Safety Report?

A: Upon completion of the inspection, the inspector should have provided your authorized representative with a signed copy of the property's Life Threatening Health & Safety Report. The Life Threatening Health & Safety Report will be contained in the Inspection Report that will be mailed to the Owner (MFH) or PHA Executive Director (PIH). In the future, the CSC will be able to mail the Life Threatening Health & Safety Report to the Owner (MFH) or PHA Executive Director (PIH) prior to issuing the inspection report.

21)Q: How do I become an inspector?

A: If you want to become a HUD Inspector, you work with a Contractor Company (e.g. BISCO, MTB, MSA or ISO) that will allow for training and certification as a HUD Inspector. Please reference REAC's web site at http://www.hud.gov/reac/reaphyin_insp_srclist.html.

Training and certification for independent REAC inspectors is forthcoming. Updates will be posted to the REAC Web Page at www.hud.gov/reac.

22) Q: I am calling in response to my Annual Inspection Report to let you know the progress of my repairs.

A: Thank you, but it is not necessary to notify REAC of inspection follow-up. Please contact your local HUD Program Center so that they can monitor the progress of your repairs. Contact information for HUD's local offices is available at www.hud.gov/local.

23)

A: A Score is a number between 0 and 100 that reflects the physical condition of a property, inspectable area, or sub-area. Inspectable area means any of the five major components of the property, which are Site, Building exteriors, Building systems, Common areas, and Dwelling units. Sub-area means an inspectable area for one building. Inspectable items refer to walls, kitchens, bathrooms, and other things to be inspected in an inspectable area. Weights are assigned to each item. Based on the importance of the deficiency, reflected in its criticality value, points are deducted from the property score. Health and Safety Deficiencies substantially affect the overall property score. Severity means one of three levels that reflect the extent of damage associated with each deficiency. Normalized area weights mean weights used with area scores to create property level scores. The weights are adjusted to reflect the inspectable items that are present.

For more information on inspectable item and deficiency definitions, area weightings and deficiency criticality, and physical inspection scoring processes, please refer to: **"Physical Inspection Scoring" document at <http://www.hud.gov/reac/reaphyin.html>, which supplements words and tables**

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given in the “Public Housing Assessment System (PHAS) Amendments to the PHAS; Proposed Rule” at <http://www.hud.gov/reac/fedregis.html>.

24) Q: How do I contact the Department of Housing and Urban Development’s (HUD) Real Estate Assessment Center (REAC)?

A: There are three avenues for contacting REAC. First, try REAC’s website at <http://www.hud.gov/reac/>. There is a “**Send comments or questions to ‘xxx’**” link on this website that will allow you to email comments to REAC directly from the website. If the website does not have what you need, then contact the REAC Customer Service Center (CSC) via phone at the following number: **1-888-245-4860**. Or via mail at the following address:

Department of Housing and Urban Development (HUD)
Real Estate Assessment Center (REAC)
Customer Service Center
1280 Maryland Avenue, SW, Suite 800
Washington, DC 20024-2135